

Appendix 3 – Business Rules

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Document Revision History

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1.0	6/15/09	Document initially developed (for RFP ACQ-2009-0515-RFP).

1 General

1.1 Vision, Goals, Mission and Objectives

CSC 1.1 The **CSC** shall fully support **WSDOT**'s published CSC vision, goals, mission and objectives.

1.2 Services

CSC 1.2-1 The CSC shall support the various **Customer** activities indicated in Table 3-1: Customer Activities & Interfaces.

CSC 1.2-2 In addition to initial-hire training, all CSC **Staff** shall participate in training no less than once every quarter on any updates to policies, procedures and performance requirements related to CSC services.

1.2.1 Customer Service Storefront(s)/Walk-In Center(s)

CSC 1.2.1-1 The fixed walk-in center(s) shall be opened and staffed to support walk-in Customer service according to the following schedule:

- From **CSC Operations Commencement** through the initial Ramp-up Phase of **Operations** (in a new market area):
 - 7:00 am – 7:00 pm, Monday through Friday (except **Washington State Holidays**)
 - 9:00 am – 5:00 pm, Saturday and Sunday (except Washington State Holidays)
- For subsequent on-going Operations:
 - 8:00 am – 5:00 pm, Monday through Friday (except Washington State Holidays)
 - 9:00 am – 1:00 pm, Saturday (except Washington State Holidays)
 - Closed on Sundays and Washington State Holidays

CSC 1.2.1-2 Each fixed walk-in center **CSR** station shall include a computer terminal that the CSR can use to access Customer account information real-time.

1.2.2 Call Center

CSC 1.2.2-1 The CSC call center shall be opened and staffed to support call-in Customer service according to the following schedule:

- From CSC Operations Commencement through the initial Ramp-up Phase of Operations:
 - 7:00 am – 7:00 pm, Monday through Friday (except Washington State Holidays)
 - 9:00 am – 5:00 pm, Saturday and Sunday (except Washington State Holidays)

- For subsequent on-going Operations:
 - 8:00 am – 7:00 pm, Monday through Friday (except Washington State Holidays)
 - 9:00 am – 1:00 pm, Saturday (except Washington State Holidays)
 - Closed on Sundays and Washington State Holidays

CSC 1.2.2-2 The CSC shall support the concept of providing Customers with a single phone number to call to discuss any Customer issue.

CSC 1.2.2-3 The CSC call center shall support both a local and a nation-wide toll-free Customer phone number. The nation-wide toll-free number shall be:

1-866-936-8246 (1-866-WDOT2GO)

CSC 1.2.2-4 The CSC call center shall support and provide CSC services in the following languages:

- English
- Chinese
- Korean
- Japanese
- Russian
- Spanish
- Vietnamese

CSC 1.2.2-5 The CSC call center shall provide CSC services to Customers who are deaf or hard of hearing.

CSC 1.2.2-6 The CSC call center shall support a nation-wide toll-free **TDD** phone number.

1.2.3 Integrated Voice Response Phone System

CSC 1.2.3-1 The CSC call center's phone system shall include an automated Integrated Voice Response (**IVR**) system that provides call-in Customer service 24 hours per day, 7 days per week, except for scheduled **Maintenance**.

CSC 1.2.3-2 The IVR shall initially answer all inbound Customer calls.

CSC 1.2.3-3 If a Customer attempts to exit the IVR and talk to CSR when the call center is closed, the IVR shall inform the Customer when the call center is scheduled to re-open.

CSC 1.2.3-4 If a Customer exits the IVR to talk to a CSR, the IVR shall inform the Customer that the call may be monitored or recorded.

CSC 1.2.3-5 The IVR shall support providing general information to Customers in the following languages:

- English
- Chinese
- Korean
- Japanese
- Russian
- Spanish
- Vietnamese

1.2.4 Online Website

CSC 1.2.4-1 The CSC website shall provide online Customer service 24 hours per day, 7 days per week, except for scheduled Maintenance.

CSC 1.2.4-2 If a Customer attempts to access the website when the website is unavailable (e.g. during scheduled Maintenance), the website shall display a Maintenance message that will inform the Customer when the website is scheduled to become available.

CSC 1.2.4-3 The CSC shall use the following address for online Customer access to the website: <http://www.wsdot.wa.gov/goodtogo>

CSC 1.2.4-4 In addition to providing online Customer service access, the CSC website shall also provide Customers with content regarding and/or access to links related to other WSDOT provided information, such as WSDOT's statewide tolling efforts and **Toll Facility** specific information.

CSC 1.2.4-5 The CSC website shall only display information that has been reviewed and approved by WSDOT.

CSC 1.2.4-6 The CSC shall, to the extent possible, promote the website as the primary interface through which Customers should access/receive Customer service.

CSC 1.2.4-7 The CSC shall adhere to web accessibility standards for all content on the website.

CSC 1.2.4-8 The CSC shall support providing common questions and answers, the online account application instructions, the **Transponder** installation instructions, and the Customer Agreement in the following languages on the website (in displayable, downloadable, and printable form):

- English
- Chinese
- Korean
- Japanese
- Russian
- Spanish
- Vietnamese

1.2.5 Mail

- CSC 1.2.5-1 The CSC shall support inbound and outbound mailing service based on the United States Postal Service.
- CSC 1.2.5-2 The CSC shall provide Customers with a Post Office box (P.O. box) address to mail-in Customer service related materials (e.g. payments). In order to facilitate mail processing, different P.O. boxes may be used for different Customer service reasons.
- CSC 1.2.5-3 The CSC shall ensure the incoming mail is secure and accessible only to authorized personnel.

1.2.6 Email

- CSC 1.2.6-1 The CSC shall support inbound and outbound emailing services.
- CSC 1.2.6-2 The CSC shall use and provide the following email address for communicating with Customers through the method of email: goodtogo@goodtogo.wsdot.wa.gov.
- CSC 1.2.6-3 The CSC shall, to the extent possible, promote and use email as the primary means of corresponding with Customers.
- CSC 1.2.6-4 The CSC shall not include any sensitive data (such as Customer's credit card numbers) on outbound emails.
- CSC 1.2.6-5 The CSC shall ensure the incoming emails are secure and accessible only to authorized personnel.

1.2.7 Fax

- CSC 1.2.7-1 The CSC shall support inbound and outbound facsimile services.
- CSC 1.2.7-2 The CSC shall provide Customers with a single facsimile number that Customers can use for faxing the CSC Customer service materials.
- CSC 1.2.7-3 The CSC shall ensure the incoming facsimiles are secure and accessible only to authorized personnel.

Customer Activity	Walk-in Center(s) & Mobile Unit(s)	Call Center	IVR	Website	Mail	Email	Fax	Comments
Establish Registered Transponder Account	✓	✓		✓	✓		✓	Requires initial one-time payment; see Note 1
Establish Unregistered Transponder Account (and obtain Transponder)	✓							Requires initial one-time payment
Establish Commercial Transponder Account	✓	✓		✓	✓		✓	Requires initial one-time payment and Business ID; see Note 1
Establish Government Agency Transponder Account	✓				✓		✓	Requires initial one-time payment and WSDOT approval of written application; see Note 1
Establish Non-Revenue Transponder Account	✓				✓		✓	Requires WSDOT approval of written application; see Note 1
Establish Registered License Plate Account	✓	✓			✓		✓	Requires initial one-time payment
Convert to Transponder Account from License Plate Account	✓	✓						
Request Account to be closed (Transponder Accounts only)	✓	✓	✓	✓	✓		✓	Puts account in Closed Pending status
Make one-time credit card or branded/PIN-less debit card payment	✓	✓	✓	✓	✓		✓	One-time payment could be a pre-payment (e.g., account replenishment) or a post-payment (e.g., Toll Bill payment). See Note 2.
Make debit card payment (with PIN) (one-time only)	✓							
Make EBT payment (one-time only)	✓							
Make money order or check payment (one-time only)	✓				✓			
Make cash payment (one-time only)	✓							
Make one-time ACH payment	✓	✓	✓	✓	✓		✓	

Customer Activity	Walk-in Center(s) & Mobile Unit(s)	Call Center	IVR	Website	Mail	Email	Fax	Comments
Make one-time IAP payment								IAP is the preferred method of payment for state agency Toll Transactions and will be processed through WSDOT.
Change account's contact information (except owner's name)	✓	✓	✓	✓	✓		✓	Changes via IVR are limited to telephone number changes
Change account's owner (name)	✓				✓		✓	Requires Customer's signature
Change account's auto-replenishment instrument(s) (including add or delete)	✓	✓	✓	✓	✓		✓	
Change replenishment threshold or amount	✓	✓	✓	✓	✓		✓	Cannot be reduced below the account's minimum requirements.
Change vehicle information (year, make, model, class and/or license plate)	✓	✓		✓	✓		✓	
Change statement delivery method or frequency preference	✓	✓	✓	✓	✓		✓	
Change other correspondence delivery method preference	✓	✓	✓	✓	✓		✓	
Change account's PIN	✓	✓	✓	✓				
Report Transponder lost or stolen	✓	✓	✓	✓	✓	✓	✓	
Request additional or replacement Transponder or retail item	✓	✓	✓	✓	✓	✓	✓	Requires one-time payment if account has insufficient funds; see Note 1
Return Transponder or retail item	✓				✓			
Transfer Transponder to another account	✓	✓			✓		✓	

Customer Activity	Walk-in Center(s) & Mobile Unit(s)	Call Center	IVR	Website	Mail	Email	Fax	Comments
Obtain current account balance	✓	✓	✓	✓				
Obtain information on previous payment(s)	✓	✓	✓	✓				IVR provides information only on last 5 payments
Obtain information on previous Transaction(s)	✓	✓	✓	✓				IVR provides information only on last 10 Transactions.
Request activity statement (to be mailed or emailed) – historical or user specified date-range	✓	✓		✓	✓	✓	✓	Activity statement for any account type
Obtain activity statement – historical or user-specified date-range	✓			✓				Activity statement for any account type
Talk to a CSR	✓	✓	✓					During Business Hours only.
Transfer to HERO Call Center		✓	✓					
Dispute Toll and/or Fee charge	✓	✓		✓	✓	✓	✓	
Enroll in an offered discount plan	✓	✓			✓	✓	✓	Eligibility requirements apply
Register customer provided Transponder	✓	✓		✓	✓	✓	✓	Transponder must be WSDOT approved
Note 1: Any requested Transponder or retail item will be mailed to a Customer not requesting in person. Note 2: PIN-based debit card and EBT card payments are not supported at the Mobile Unit(s).								

Table 3-1: Customer Activities & Interfaces

* * * End of Section * * *

2 Account Establishment

2.1 General

- CSC 2.1-1 The CSC shall support the establishment of accounts that allow a Customer to pay for a **Toll** incurred on any Toll Facility supported by the CSC.
- CSC 2.1-2 The CSC shall support the various Customer activities related to account establishment indicated in Table 3-1: Customer Activities & Interfaces.
- CSC 2.1-3 When establishing an account, the CSC shall not allow the account to be in a usable state if the method of payment provided by the Customer to make the required initial payment fails.
- CSC 2.1-4 The CSC shall attempt to contact a Customer (or potential customer) in the event the Customer's initial payment fails. The CSC shall attempt, within three (3) **Business Days**, to contact the Customer:
- twice by telephone (if any telephone number is provided by the customer); then, if no response is received from the Customer,
 - once by email (if any email address is provided by the Customer); and then, if no response is received from the Customer,
 - once by mail
- CSC 2.1-5 The CSC shall establish a **Non-Revenue Transponder Account** only upon request by and with the signed authorization of WSDOT.

2.2 Account Types

- CSC 2.2-1 The CSC shall support the following Customer account types:
- **Registered Transponder Account**: a Customer account that has a least one (1) Transponder assigned, requires pre-paid funds, and has Customer provided contact name and contact information
 - **Commercial Transponder Account**: a Customer account that has at least one (1) Transponders assigned; requires pre-paid funds; and has Customer provided business name, contact name, contact information, and business identification number (e.g. Washington State issued Unified Business Identifier number (UBI#); if a Washington State licensed business)
 - **Government Agency Transponder Account**: a Customer account that is associated with a government agency/entity, has a least one (1) Transponder assigned, requires pre-paid funds, and has Customer provided business name, contact name and contact information

- **Non-Revenue Transponder Account:** a Customer account that has at least one (1) Transponder assigned which is WSDOT approved for non-revenue passage on at least one (1) Toll Facility and has Customer provided contact name and contact information
- **Unregistered Transponder Account:** a Customer account that has at least one (1) Transponder assigned, requires pre-paid funds, and does not have contact name or contact information
- **License Plate (or Plate) Account:** a Customer account that has at least one (1) license plate assigned, has no Transponder assigned, and has contact name and contact information
 - a Customer established License Plate Account (**Registered License Plate Account**) has Customer provided contact name and contact information
 - a CSC established License Plate Account has CSC acquired (from DOL, for example) contact name and address information

2.3 Account Information

CSC 2.3-1 The CSC shall support capturing and storing various information related to customer accounts (see table below). The CSC shall require customer to provide account information as follows when establishing an account:

Account Information	Registered Transponder Account	Commercial, Government Agency, or Non-Revenue Transponder Account	Registered License Plate Account (Customer established)	Unregistered Transponder Account
Account Type	required			
Primary Toll Facility	required			
Personal Identification Number (PIN)	required			
Primary Contact Name (including First and Last Name)	required			no
Additional Contact Name	optional			
Primary Billing Address (including country)	required			
Secondary Billing Address (including country)	optional			
Shipping Address (including country)	required, if different than Billing Address		no	
Primary Phone Number	required			
Additional Phone Number(s)	optional			
E-Mail Address	required, if Statement or Other Correspondence Delivery Method Preference is E-Mail		no	
Additional E-Mail Address	optional			
Business Name (may be person)	no	required	no	
Business Identification Number		optional		
Contact's Title/Position				
Statement Delivery Method and Frequency Preference	required		no	
Other Correspondence Delivery Method Preference	required			
NOT USED				
Replenishment Method (Automatic or Manual)	required		no	
Primary Automatic Replenishment Instrument	required, if Replenishment Method is Automatic			
Secondary Automatic Replenishment Instrument	optional			
Tertiary Automatic Replenishment Instrument	optional			
License Plate of Vehicle(s) (including characters, jurisdiction and type)	required		required	optional
Make, Model & Color of Vehicle(s)				
Classification of Vehicle(s) (axle quantity & vehicle type/shape)				
Discount Plan(s)	optional (eligibility requirements apply)		no	optional (eligibility requirements apply)
Transponder ID	required, if Customer provides Transponder(s)		no	no
Request for Transponder(s) or other retail item(s) (including quantity)	required, unless Customer provides Transponder(s)			required

Table 3-2: Customer Provided Account Information

CSC 2.3-2 The CSC shall support determining and storing various information related to Customer accounts (see table below). The CSC shall determine account information as follows:

Account Information	Registered Transponder Account	Commercial, Government Agency, or Non-Revenue Transponder Account	Unregistered Transponder Account	License Plate Account
Account Number	shall be a unique number for each account			
Account Status	shall be based on account information			
Initial Minimum Payment Required	Pre-paid funds of \$60.00 for each set of up to 6 Transponders (see Note 1), plus Transponder Fee(s) for each requested Transponder (see Table 3-5), plus Retail Item Fee(s) for each requested retail item (see Table 3-6)			n/a
Initial Minimum Replenishment Threshold	½ of the initial minimum payment amount required for pre-paid funds			n/a
Initial Default Replenishment Threshold	½ of the initial payment amount made by the customer for pre-paid funds			n/a
Initial Minimum Replenishment Amount	the initial minimum payment amount required for pre-paid funds			n/a
Initial Default Replenishment Amount	the initial payment amount made by the customer during account establishment			n/a
Transponder Identification Number(s)	added during the Transponder fulfillment process			n/a
Potential other account(s) that may have already have established for the same Customer	account number(s), if any, and respective match criteria shall be indicated			
Notes:				
1) During account establishment, the required initial minimum payment amount portion for pre-paid funds shall be increased if the Customer estimates that their average monthly Toll usage amount will be more than default amount.				

Table 3-3: CSC Determined Account Information

* * * End of Section * * *

3 Payment Processing

CSC 3-1 The CSC shall support accepting and processing the following credit cards as a Customer's method of payment:

- MasterCard®
- Visa®
- American Express®
- Discover®

CSC 3.2 The CSC shall support accepting and processing the following forms of checks as a Customer's method of payment:

- personal check
- business check
- money order
- cashier's check
- traveler's check
- bank or teller's check
- government check (warrant)
- voucher or similar draft guaranteed by a U.S. bank

CSC 3.3 The CSC shall apply Customer payments to specific Toll Transactions and account fees such that if a specific payment subsequently becomes adjusted (e.g., reversed), the respective Toll Transaction(s) and/or account fees that were paid by the payment become updated accordingly (e.g., updated back to a unpaid status).

CSC 3.4 The CSC shall apply each Customer payment to any outstanding and unpaid Toll Transactions and/or account fees related to the Customer's account in the following order:

- If Customer provides payment application direction (e.g., payment mailed in with a payment coupon/voucher), the payment shall be applied to the oldest outstanding unpaid Transaction first (based on transaction posting date and time) related to the direction provided by the Customer (e.g., specific Transaction(s) associated with the payment coupon/voucher).

Note: for each specific Transaction, payment shall be applied to any outstanding unpaid Toll amount first (if any), and then to any outstanding unpaid related Transaction fee amount(s) (if any) based on the date the fee was applied to the Transaction

- Otherwise (e.g., payment mailed in without coupon), the payment shall be applied to the account's oldest outstanding unpaid Transaction first (based on Transaction posting date and time).

Note: for each specific Transaction, payment shall be applied to any outstanding unpaid Toll amount first (if any), and then to any outstanding unpaid related Transaction fee amount(s) (if any) based on the date the fee was applied to the Transaction

3.1 Initial and One-Time Payments

- CSC 3.1-1 The CSC shall support the various Customer activities related to one-time payments indicated in Table 3-1: Customer Activities & Interfaces for the purpose of adding pre-paid funds to an account (initially when establishing an account or subsequently when replenishing an account) and/or paying a Toll and/or fee.
- CSC 3.1-2 The CSC shall inform Customers to not pay with cash by mail.
- CSC 3.1-3 The CSC shall only accept cash in the form of U.S. coin or currency.
- CSC 3.1-4 The CSC shall require that all check payments designate the payee as "WSDOT **Good To Go!** CSC", or a similar version thereof.
- CSC 3.1-5 The CSC shall require that Customers (i.e. agencies) who make an agency-to-agency payment to the CSC through Washington State's existing Inter-Agency Payment (IAP) process inform the CSC that such a payment was made.
- CSC 3.1-6 When informed of an IAP payment, the CSC shall confirm and record the payment.

3.2 Automatic Replenishment

- CSC 3.2-1 The CSC shall support accepting the following payment instruments from Customers for automatically replenishing their pre-paid Transponder Accounts:
- Credit Cards
 - Branded/Labeled Debit Cards (without **PIN**)
 - **ACH**
- CSC 3.2-2 The CSC shall not allow automatic replenishment on Unregistered Transponder Accounts.
- CSC 3.2-3 The CSC shall require a Customer's signature authorizing the CSC to use the Customer provided payment instrument for automatic replenishment.

3.3 Adjustments

- CSC 3.3-1 The CSC shall support allowing an **Authorized User** to make a financial adjustment to any Customer **Payment Transaction** (including a previously made adjustment). The adjustment shall not financially alter the original Transaction being adjusted.
- CSC 3.3-2 The CSC shall support classifying, tracking and reporting on all adjustments based on type, user, and posting date.

* * * End of Section * * *

4 Account Management

CSC 4-1 The CSC shall support the various Customer activities related to account management indicated in Table 3-1: Customer Activities & Interfaces.

4.1 Account Statuses

CSC 4.1-1 The CSC shall support the following statuses for Transponder-based accounts:

- Active
- Inactive
- Low Balance
- Insufficient Funds
- Pending Closed
- Closed
- Suspended

CSC 4.1-2 The CSC shall support the following statuses for License Plate-based accounts:

- Active
- Inactive

4.2 Account Conversion

CSC 4.2-1 The CSC shall not support converting an Unregistered Transponder Account to a Registered Transponder Account. If an unregistered Customer desires to become registered, the Customer must establish a new Registered Transponder Account.

4.3 Account Fees

CSC 4.3-1 The CSC shall support the following account fees:

Account Fee	Registered Transponder Account	Commercial, Government Agency, or Non-Revenue Transponder Account	Unregistered Transponder Account	License Plate Account
Non-Sufficient Funds Fee	\$30.00 per occurrence			
Account Collection Fee	Fee as designated by the Collection Agency			
Account Inactivity Fee	\$5.00 per month (starting after 24 consecutive months of account inactivity (no Toll usage) and until the account's balance drops below the lowest class Toll rate in effect during the time the account is inactive, or until the Customer requests the account to be closed, or until the account is reactivated (by Toll usage))			n/a
E-Mailed Statement Fee (scheduled or on-demand)	\$0.00			n/a
Mailed Quarterly Statement Fee (scheduled statement)	n/a	\$0.00	n/a	n/a
Mailed Monthly Statement Fee (scheduled statement)	\$1.50 each	n/a	n/a	n/a
Mailed On-Demand Statement Fee (on-demand activity statement (including reprints))	\$1.50 each	\$0.50 per page	n/a	\$0.50 per page
Excessive Photo-Enforced Toll Fee	\$10.00 per month (charged if more than 10 Photo-Enforced Toll Transactions per month are posted to the Transponder account; excludes first month of excessive Photo-Enforced Tolls)			n/a

Table 3-4: Account Fees

4.4 Correspondence

CSC 4.4-1 The CSC shall support generating and/or issuing (i.e. emailing and/or mailing) correspondence to Customers and/or potential Customers.

CSC 4.4-2 The CSC shall support logging, storing and reporting on all CSC generated correspondence based on correspondence type, date generated, generation method (including user ID, if applicable) and method of delivery.

CSC 4.4-3 All mailed correspondence shall be mailed by USPS first-class mail using mail-forwarding services that includes notification to the CSC of the forwarding address.

4.4.1 Letters

CSC 4.4.1-1 The CSC shall support generating and issuing the following letters:

- Credit Card Expiring: This letter is sent monthly to Customers with replenishment credit cards that are two months or less away from their expiration dates.

- Excessive Photo-Enforced Toll Transactions: This letter is sent to Transponder Account Customers who have had more than ten (10) V-Toll transactions within the preceding 30 days.
- Returned Check: This letter is sent when a Customer's check has been returned from the bank due to Non-Sufficient Funds (NSF).
- Declined ACH: This letter is sent when a Customer's ACH payment has been declined.
- Past Due Notice: This letter is sent when a Transponder Account is eligible for suspension for failure to maintain the required prepaid balance.
- Account Closed with Check Refund: This letter is sent with the refund check for a Customer account that has been closed at the Customer's request.
- Account Closed with Electronic Funds Transfer Refund: This letter is sent to a Customer when the account has been closed at the Customer's request and the refund has been issued via Electronic Funds Transfer (e.g., credit card).
- Initial Automatic Replenishment Payment Failure: This letter is sent when the Customer's account is new and the first automatic replenishment payment fails.
- Replenishment Change: This letter notifies the Customer that the CSC has implemented an automated change to the replenishment amount and/or threshold level.
- Replenishment Change Scheduled: This letter notifies the Customer that the CSC has scheduled a change to the replenishment amount and/or threshold level.
- Low Balance – Replenishment by Cash/Check: This letter is generated when the Customer's account balance falls below the defined threshold amount and the Customer is not part of the automatic replenishment program.
- Low Balance – Replenishment by Credit Card/ACH: This letter is generated when the Customer's account balance falls below the defined threshold amount and the Customer's account is set up for automatic replenishment by credit card or ACH.
- Replace Transponders: This letter notifies the Customer that Transponder(s) assigned to the account have reached the end of their manufacturer's life span and are scheduled for deactivation.
- Plates Added: This letter confirms that a vehicle has been manually added to a Customer's account.
- Account Information: This letter provides the Customer with the information currently on file for the account and requests the Customer update the account, if applicable.
- New PIN: This letter informs the Customer of a new Personal Identification Number (PIN) that has been assigned to the account.

- Transponder Return Reminder: This letter is sent to remind Customers who were sent replacement Transponders under a recall program to return their old transponders.
- New Transponder(s) Request: This letter is generated when a Customer request for additional Transponder(s) is fulfilled.
- New Enrollment – Inventory Fulfillment: This letter is mailed with the Welcome packets and Transponders being issued for a new account.
- New Enrollment – Walk-in Center: This letter is printed by a Walk-in Center CSRs to be given to a walk-in Customer as part of the Welcome packet and Transponders being issued for a new account.
- Transponder Recall: This letter is generated when a CSR assigns one or more replacement Transponders to an account.
- Miscellaneous Refund: This letter is mailed with a check refund issued for a miscellaneous reason.
- Returned Email: This letter is sent to any Customers with an account that contains an invalid email address.
- No Transponder Account: This letter informs a License Plate Account Customer who claims that they have a Transponder Account that no Transponder Account was located for them.
- Dispute Accepted: This letter informs a Customer that an administrative review of their dispute has been completed, that the dispute has been accepted, and that the disputed Toll(s) and/or fee(s) have been dismissed.
- Dispute Rejected: This letter informs a Customer that an administrative review of their dispute has been completed, that the dispute has been rejected, and that the disputed Toll(s) and/or fee(s) have not been dismissed.
- Need Bankruptcy Proof: This letter requests that a Customer who claims bankruptcy submit the required proof.
- Need Affidavit Proof: This letter requests supporting documentation from a Customer who is claiming non-responsibility for a Toll due to rental/lease, vehicle sale or vehicle/plate theft.
- Toll Already Paid: This letter is sent to confirm that CSC records support the Customer's claim that a toll has been paid.
- Toll Not Already Paid: This letter informs a Customer that the CSC has no record of a Toll being paid that the Customer claims to have already paid.
- Partial Payment Received: This letter requests the balance of a payment after only a partial payment is received.
- Tolls Only: This letter informs a Customer that a charge has been reduced to the Toll amount only and requests payment.
- Vehicle's Registered Owner: This letter informs a customer that the CSC investigated the claim of non-responsibility, but that records continue to show the Customer as the registered owner of the vehicle.

- Request by Mail for New Account Application: This letter is sent as a result of a request for a new account application.
- Need Authority to Add Vehicle: This letter requests the Customer's written permission to add a vehicle to the Customer account.
- Closed Transponder Account: This letter informs a Customer that their Transponder Account is closed and requests payment for any outstanding Toll(s) and/or fee(s).

4.4.2 Statements

CSC 4.4.2-1 The CSC shall support generating and issuing account activity statements.

4.4.3 Toll Bills and Notices of Infraction

CSC 4.4.3-1 The CSC shall support generating and issuing Toll Bills and Notices of Infraction for the purposes of billing Customers for unpaid Photo-Enforced Toll Transactions.

4.4.4 Enrollment Applications

CSC 4.4.4-1 The CSC shall support issuing, accepting and processing written Customer enrollment applications.

CSC 4.4.4-2 The CSC shall require a Customer signature on all submitted written Customer enrollment applications.

CSC 4.4.4-3 The CSC shall provide an online Customer enrollment application process that allows a Customer to self-enroll via the online website.

CSC 4.4.4-4 The CSC shall require that all Customers enrolling in person submit a written enrollment application.

4.4.5 Customer Agreement

CSC 4.4.5-1 In the Customer Agreement for Transponder Accounts, the CSC shall indicate that the Customer, by virtue of using the Transponder, agrees to install, display and use the Transponder in accordance with the published instructions and agrees not to assign or transfer any Transponder without formal transfer approval from the CSC.

CSC 4.4.5-2 In the Customer Agreement for Transponder Accounts, the CSC shall indicate that the Customer, by virtue of using the Transponder, understand and agrees that a receipt for individual Transponder Toll Transactions will not be provided.

CSC 4.4.5-3 In the Customer Agreement for Transponder Accounts, the CSC shall indicate that the Customer, by virtue of using the Transponder, understands and agrees that the Toll amount charged to the Customer's account will be based on the current published Toll rate schedule for each respective Toll Facility.

- CSC 4.4.5-4 In the Customer Agreement for Transponder Accounts, the CSC shall indicate that the Customer, by virtue of using the Transponder, understand and agrees that the CSC will replace a malfunctioning Transponder without charge.

4.5 Non-Sufficient Funds Payments

- CSC 4.5-1 The CSC shall support uniquely identifying a Payment Transaction that was rejected due to Non-Sufficient Funds.

4.6 Refunds

- CSC 4.6-1 The CSC shall obtain WSDOT's written approval before issuing any refund equal to or greater than \$50.00.
- CSC 4.6-2 The CSC shall collaborate with WSDOT to ensure that all approved refunds are issued within fifteen (15) Days of the Customer's request.
- CSC 4.6-3 The CSC shall recover any outstanding fees or Tolls from the account balance prior to issuing an account refund.
- CSC 4.6-4 The CSC shall first attempt to refund the remaining account balance by using the last form of payment made by the Customer on the account. For accounts that cannot be refunded using the last form of payment (including cash), the Customer will be issued the refund by State Warrant mailed by USPS first class mail to the account's last recorded mailing address.
- CSC 4.6-5 The CSC shall inform Customers that refunds will not be issued to Unregistered Accounts.
- CSC 4.6-6 The CSC shall issue a refund letter to all Customers issued a refund.

4.7 Customer Information Requests

- CSC 4.7-1 The CSC shall support logging, tracking and reporting on the status of Customer requests based on status and date.

* * * End of Section * * *

5 Transponder Management

CSC 5-1 The CSC shall support the various Customer activities related to Transponder management indicated in Table 3-1: Customer Activities & Interfaces.

5.1 Transponder Types

CSC 5.1-1 The CSC shall support the utilization of and management, including tracking and reporting, of inventory, sales and status of the following WSDOT provided Transponder types:

- eGo[®] Plus Sticker
- eGo[®] Flat Pack
- eGo[®] License Plate
- ASTM Version 6

CSC 5.1-2 The CSC shall support the utilization of and management, including tracking and reporting, of status of the following Customer provided Transponder types:

- CVISN (ASTM Version 6)

CSC 5.1-3 The CSC shall not allow Customer provided Transponders to be registered to Unregistered Transponder Accounts.

5.2 Transponder Fee(s)

CSC 5.2-1 The CSC shall support the following Transponder fees:

Transponder Fee (new or replacement (for lost, stolen or damaged))	Registered Transponder Account	Commercial, Government Agency, or Non-Revenue Transponder Account	Unregistered Transponder Account
eGo [®] Plus Sticker	\$XX.XX, plus sale tax		
eGo [®] Flat Pack	\$XX.XX, plus sales tax		
eGo [®] License Plate	\$XX.XX, plus sales tax		
ASTM Version 6	\$XX.XX, plus sales tax		
Notes: 1) Defective Transponders shall be replaced at no charge/fee to the customer. 2) The CSC shall determine and charge the appropriate sales tax. The sale tax for mailed Transponders is destination based.			

Table 3-5: Transponder Fees

* * * End of Section * * *

6 Other Retail Item(s) Management

CSC 6-1 The CSC shall support the various Customer activities related to the management of CSC offered retail items as indicated in Table 3-1: Customer Activities & Interfaces.

CSC 6-2 The CSC shall support the management, including tracking and reporting, of inventory and sales of the following other retail items:

- eGo[®] Sticker Transponder Disabling Device

CSC 6-3 The CSC shall support the following retail item fees:

Retail Item Fee (new or replacement (for lost, stolen or damaged))	Registered Transponder Account	Commercial, Government Agency, or Non-Revenue Transponder Account	Unregistered Transponder Account
eGo [®] Sticker Transponder Disabling Device			\$XX.XX, plus sale tax
Notes: 1) Defective retail items shall be replaced at no charge/fee to the Customer. 2) The CSC shall determine and charge the appropriate sales tax. The sale tax for mailed retail items is destination based.			

Table 3-6: Retail Item Fees

* * * End of Section * * *

7 Toll Transaction Processing

- CSC 7-1 The CSC shall support Toll Transaction processing by accurately posting valid received Toll Transactions to the proper Customer accounts at the proper amounts.
- CSC 7-2 The CSC shall disposition all processed Toll Transactions in a track-able and reportable manner.
- CSC 7-3 The CSC shall support determining and applying Toll rates to received Toll Transactions based on various information included in the received Toll Transaction records (including but not limited to Transaction date and time, Toll location, lane mode, and vehicle classification) and based on Toll rate schedule effective dates.
- CSC 7-4 The CSC shall determine the Toll rate only for received Toll Transactions that do not already have a Toll rate determined and provided by the Toll Facility's Toll Collection System (TCS). Otherwise, the CSC shall utilize the Toll rates determined and provided by the TCS.
- CSC 7-5 When processing received Toll Transactions, the CSC shall not post old Toll Transactions to a Customer Toll Account. An old Toll Transaction is any original Toll Transaction with a Transaction date that is older than 60 days.
- CSC 7-6 When processing received Toll Transactions, the CSC shall not reprocess Toll Transactions that have already be successfully processed.
- CSC 7-7 When processing received Toll Transactions, the CSC shall not post duplicate Toll Transactions to a Customer Toll Account. A duplicate Toll Transaction is any original Toll Transaction that matches an already posted Toll Transaction based on the following criteria:
- same Toll Zone
 - within +/- 60 seconds
 - same Transponder number or license plate (direct or associated)

7.1 Transponder-based Toll Transactions

- CSC 7.1-1 The CSC shall support processing Transponder-based Toll Transactions received from the TCS.

7.2 Plate-based Toll Transactions

- CSC 7.2-1 The CSC shall support processing plate-based Toll Transactions received from the TCS.

CSC 7.2-2 The CSC shall process those plate-based Toll Transactions received from the TCS with an OCR confidence of 90% or greater without any manual image review. All other plate-based Toll Transactions received shall be processed with manual image review to either verify the OCR license plate determination or provide license plate information (where OCR did not provide any license plate information).

7.3 Toll Transaction Fee(s)

CSC 7.3-1 The CSC shall support the following Toll Transaction **Administrative Fees**:

Toll Transaction Fee	Registered Transponder Account	Commercial, Government Agency, or Non-Revenue Transponder Account	Unregistered Transponder Account	License Plate Account
Photo-Enforced Toll Fee	n/a			\$X.XX per txn
Invoiced Photo-Enforced Toll Fee	n/a			\$X.XX per txn
Invoiced Photo-Enforced Toll Late Fee	n/a			\$X.XX per txn
Notice of Infraction Photo-Enforced Toll Fee	n/a			\$X.XX per txn

Table 3-7: Toll Transaction Fees

CSC 7.3-2 The Toll Transaction Administrative Fees shall be additive as a Transaction ages.

7.4 Toll Transaction Adjustments

CSC 7.4-1 The CSC shall support allowing an Authorized User to make a financial adjustment to any Toll Transaction (including a previously made adjustment). The adjustment shall not financially alter the original Transaction being adjusted.

CSC 7.4-2 The CSC shall support classifying, tracking and reporting on all adjustments based on type, user, and posting date.

* * * End of Section * * *

8 Photo-Enforced Tolling and Adjudication

Business Rules TBD

* * * End of Section * * *

9 Mail Processing

- CSC 9-1 The CSC shall support the various Customer activities related to mail as indicated in Table 3-1: Customer Activities & Interfaces.
- CSC 9-2 For all outgoing mail, the CSC shall use the USPS's First-Class Mail service along with USPS's Mail Forwarding and Address Correction Notification services to ensure efficient mail delivery (e.g. mail automatically forward by USPS to new address) and address change notification (e.g. CSC notified of new address).

* * * End of Section * * *

10 Discount Program Management

CSC 10-1 The CSC shall support both Transaction-based and account-based Toll and fee discount plans.

* * * End of Section * * *

11 Toll Rate Management

- CSC 11-1 The CSC shall support capturing, storing and maintaining Toll rate information (Toll rate schedules) for the purpose of determining the proper Toll amount when processing and posting received Toll Transactions.
- CSC 11-2 The CSC shall provide a user interface to allow an Authorized User to easily input and edit Toll rates schedules.
- CSC 11-3 The CSC shall support Toll rate schedules that allow specific Toll rates to be determined for and applied to received Toll Transactions based on various information included in the received Toll Transaction records (including but not limited to Transaction date and time, Toll location, lane mode, and vehicle classification) and based on Toll rate schedule effective dates.
- CSC 11-4 The CSC shall utilize the following Toll rate schedules:

Vehicle Classification	Transponder Toll Transaction	Photo-Enforced Toll Transaction	
	Transponder Account	License Plate Account	
2 Axles	\$XX.XX	\$XX.XX	\$XX.XX
3 Axles	\$XX.XX	\$XX.XX	\$XX.XX
4 Axles	\$XX.XX	\$XX.XX	\$XX.XX
5 Axles	\$XX.XX	\$XX.XX	\$XX.XX
6+ Axles	\$XX.XX	\$XX.XX	\$XX.XX

Table 3-8: TNB Toll Rates

Vehicle Classification	Toll Location	Time of Day	Transponder Toll Transaction	Photo-Enforced Toll Transaction	
			Transponder Account		License Plate Account
Passenger Car Motorcycle Pickup Truck SUV	Eastbound	X:00am – X:59am	\$X.XX	\$X.XX	\$X.XX
		X:00am – X:59pm	\$X.XX	\$X.XX	\$X.XX
		X:00pm – X:59pm	\$X.XX	\$X.XX	\$X.XX
		X:00pm – X:59am	\$X.XX	\$X.XX	\$X.XX
	Westbound	X:00am – X:59am	\$X.XX	\$X.XX	\$X.XX
		X:00am – X:59pm	\$X.XX	\$X.XX	\$X.XX
		X:00pm – X:59pm	\$X.XX	\$X.XX	\$X.XX
		X:00pm – X:59am	\$X.XX	\$X.XX	\$X.XX
Passenger Vehicle pulling a Trailer	Eastbound	X:00am – X:59am	\$X.XX	\$X.XX	\$X.XX
		X:00am – X:59pm	\$X.XX	\$X.XX	\$X.XX
		X:00pm – X:59pm	\$X.XX	\$X.XX	\$X.XX
		X:00pm – X:59am	\$X.XX	\$X.XX	\$X.XX
	Westbound	X:00am – X:59am	\$X.XX	\$X.XX	\$X.XX
		X:00am – X:59pm	\$X.XX	\$X.XX	\$X.XX
		X:00pm – X:59pm	\$X.XX	\$X.XX	\$X.XX
		X:00pm – X:59am	\$X.XX	\$X.XX	\$X.XX
Unibody Truck Bus Motorhome Tractor w/o Trailer	Eastbound	X:00am – X:59am	\$X.XX	\$X.XX	\$X.XX
		X:00am – X:59pm	\$X.XX	\$X.XX	\$X.XX
		X:00pm – X:59pm	\$X.XX	\$X.XX	\$X.XX
		X:00pm – X:59am	\$X.XX	\$X.XX	\$X.XX
	Westbound	X:00am – X:59am	\$X.XX	\$X.XX	\$X.XX
		X:00am – X:59pm	\$X.XX	\$X.XX	\$X.XX
		X:00pm – X:59pm	\$X.XX	\$X.XX	\$X.XX
		X:00pm – X:59am	\$X.XX	\$X.XX	\$X.XX
Tractor w/One Trailer	Eastbound	X:00am – X:59am	\$X.XX	\$X.XX	\$X.XX
		X:00am – X:59pm	\$X.XX	\$X.XX	\$X.XX
		X:00pm – X:59pm	\$X.XX	\$X.XX	\$X.XX
		X:00pm – X:59am	\$X.XX	\$X.XX	\$X.XX
	Westbound	X:00am – X:59am	\$X.XX	\$X.XX	\$X.XX
		X:00am – X:59pm	\$X.XX	\$X.XX	\$X.XX
		X:00pm – X:59pm	\$X.XX	\$X.XX	\$X.XX
		X:00pm – X:59am	\$X.XX	\$X.XX	\$X.XX
Tractor w/Two Trailers	Eastbound	X:00am – X:59am	\$X.XX	\$X.XX	\$X.XX
		X:00am – X:59pm	\$X.XX	\$X.XX	\$X.XX
		X:00pm – X:59pm	\$X.XX	\$X.XX	\$X.XX
		X:00pm – X:59am	\$X.XX	\$X.XX	\$X.XX
	Westbound	X:00am – X:59am	\$X.XX	\$X.XX	\$X.XX
		X:00am – X:59pm	\$X.XX	\$X.XX	\$X.XX
		X:00pm – X:59pm	\$X.XX	\$X.XX	\$X.XX
		X:00pm – X:59am	\$X.XX	\$X.XX	\$X.XX

Table 3-9: SR 520 Toll Rates

CSC 11-5 The CSC shall utilize the Toll rates tables to determine the proper Toll rate for each received Transaction if, and only if, the received Transaction does not already contain a Toll rate.

* * * End of Section * * *

12 Displaying Account Information

- CSC 12-1 When displaying time information to a user or Customer, the CSC shall display the time in a 12-hour clock (i.e. “am”/”pm”) local-time format.
- CSC 12-2 When displaying credit card, debit card, or ACH information to a user or Customer, only the last four numbers shall be displayed (for financial security purposes).
- CSC 12-3 The CSC shall never display a Customer’s account PIN to a user or Customer.

* * * End of Section * * *

13 Customer Complaint/Dispute Resolution

CSC 13-1 The CSC shall support the various Customer activities related to complaints/disputes indicated in Table 3-1: Customer Activities & Interfaces.

Table 3-1: Customer Activities & Interfaces
CSC 13-2 The CSC shall require that Customers file a dispute within 180 days of the disputed Toll and/or fee posting date.

CSC 13-3 The CSC shall log each received dispute along with the following information:

- Date dispute was received
- Associated Customer account number
- Associated Transaction number
- Customer's reason for the dispute
- Dispute status (e.g. Unresolved, Resolved, etc.)

* * * End of Section * * *

14 Financial Activities

CSC 14-1 The CSC shall support financial activities associated with the following figure:

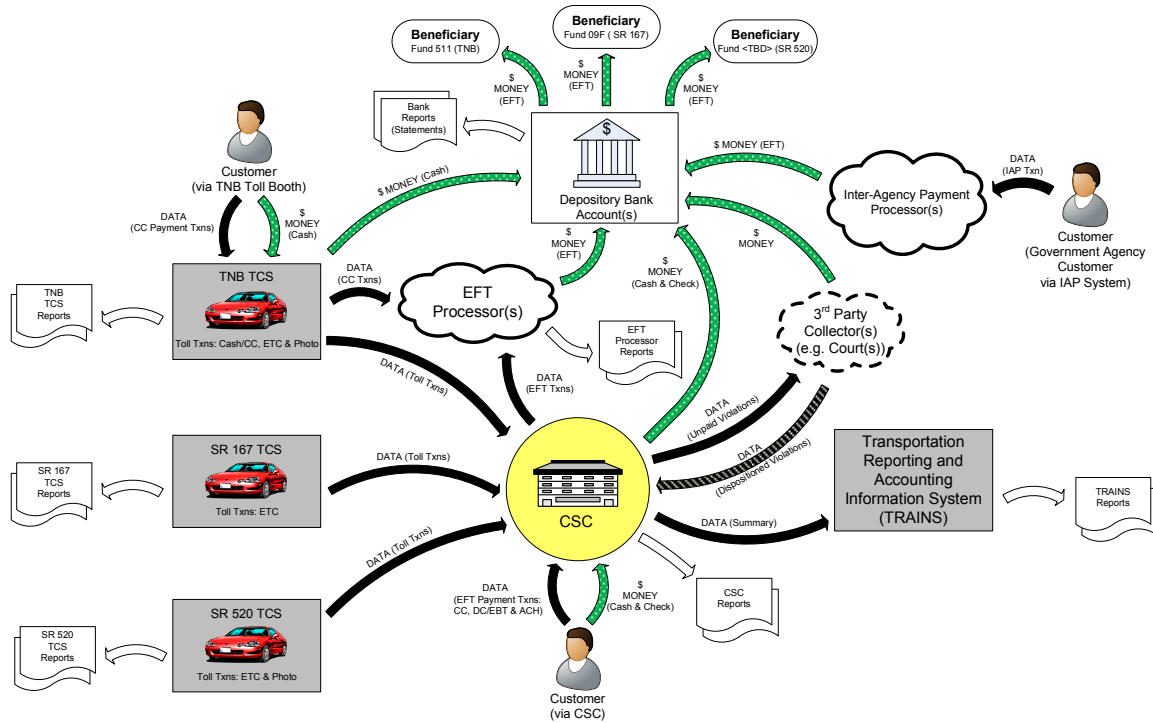


Figure 3-1: Tolling Business Financial Overview

14.1 Audit

Business Rules TBD

14.2 Reconciliation

Business Rules TBD

14.3 Financial Reporting

Business Rules TBD

*** End of Section ***

15 Operations Reporting

Business Rules TBD

* * * End of Section * * *

16 Interfaces to External Systems

Business Rules TBD

* * * End of Section * * *

17 Security

- CSC 17-1 The CSC shall perform an employment security check of each potential CSC employee prior to offering employment. The CSC shall inform WSDOT of any issues found as a result of the check.
- CSC 17-2 The CSC shall perform a periodic employment security check (including drug testing) of each CSC employee on an on-going basis. The CSC shall inform WSDOT of any issues found as a result of the check.
- CSC 17-3 The CSC shall utilize an access control system for each CSC Facility in order to control personnel access to the Facility and segregated areas of the facility.
- CSC 17-4 The CSC shall utilize password protection for all user accessible CSC data systems.
- CSC 17-5 The CSC shall, within one hour of an employee's termination of employment, suspend that employee's access to all facilities, segregated areas, and data systems.
- CSC 17-6 The CSC shall, within one Business Day of an employee's commencement of employment, grant that employee the necessary access to all Facilities, segregated areas, and data systems.
- CSC 17-7 The CSC shall ensure that only personnel with an respective operational need (or as directed by WSDOT) have access to a specific Facility, segregated area, and/or data
- CSC 17-8 The CSC shall ensure that each CSC employee, while on-site or performing a work-related duty, wears a badge that identifies the person as a CSC employee.
- CSC 17-9 The CSC shall ensure that each visitor, while on-site at any CSC facility area not generally available for walk-up services, wears a badge that identifies the person as a visitor and is accompanied by WSDOT or an authorized CSC employee.
- CSC 17-10 The CSC shall utilize cameras in order to monitor and record the handling of any money on-site in any segregated area of any CSC Facility where money from Customers is handled.

* * * End of Section * * *

* * * End of Appendix * * *